

Miami-Dade County Bus Operator Informational Handout



MIAMI-DADE

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MIAMI-DADE COUNTY BUS OPERATOR INFORMATIONAL HANDOUT

What are the qualifications to be a Bus Operator with Miami-Dade County?

- Have a high school diploma or a General Education Degree (GED)
- Have proof of having passed the General Knowledge, Air-Brake and Passenger Transport testing sections of the Commercial Driver's License (CDL) exam
- Have photo identification, such as a driver's license

What else should I know now?

- The entire driving record of all applicants will be reviewed to identify patterns of traffic violations.
- Drivers applying for this position may not have more than three (3) points on their driving record during the 36 months prior to the time of appointment to county service.
- All applicants must satisfactorily complete a physical examination, including drug and alcohol screening, and meet minimum standards for hearing and binocular, monocular, and color vision. Eyeglasses are permitted.
- In accordance with the provisions of Section 2-11.17 of the Code of Miami-Dade County, applicants (if not already residing in Miami-Dade County) must establish and maintain permanent residence in Miami-Dade County within six (6) months of employment.
- As a condition of continued employment, trainees must obtain a CDL/Class B with Passenger Endorsement.
- If selected as a bus operator trainee, you must complete all training program requirements. Punctuality and attendance, while in training, are also important requirements.

How do I apply to take the written test to become a Bus Operator?

You can apply for this position between April 26, 2004 and May 10, 2004. To apply to take the Bus Operator written exam, you may apply at one of the South Florida Workforce One-Stop Career centers listed below, from 7:00 a.m. to 7:00 p.m., Tuesdays and Thursdays, and from 8:00 a.m. to 5:00 p.m., Mondays, Wednesdays, and Fridays.

Carol City
4690 NW 183 Street

North Miami Beach
633 NE 167 Street

Hialeah Gardens
2750 W 68 Street

Hialeah Central
5362 W 16 Avenue

Northside
7900 NW 27 Avenue

Little River/Little Haiti
7900 NE Second Avenue

Hialeah Downtown
240 E First Avenue

Miami Edgewater
3050 Biscayne Blvd

West Dade
2700 SW 97 Avenue

Little Havana
701 SW 27 Avenue

Miami Beach
945 Pennsylvania Avenue

Perrine
9555 SW 176 Terrace

Homestead
140 NE Eighth Street

Or visit the Miami-Dade County Center for Employment Application, located at 140 West Flagler, Suite 105, from 8:30 a.m. to 4:00 p.m., Monday through Friday.

- Bring a copy of all documents that are required to apply for the job.
- Once you apply, the date, time, and location of the written exam will be mailed to you through the U.S. mail.

What does a bus operator do?

This is a vehicle-operating position that involves transporting passengers for the Miami-Dade County public-transit system. Employees in this position operate thirty, forty, or sixty-foot long, diesel or alternate-fuel passenger buses that run along designated routes within the metropolitan area. Bus Operators are responsible for the safety of passengers and the vehicle, as well as for completing the assigned route according to the established time schedule. Duties involve collection of passenger fares, according to an established rate schedule. Work requires the use of defensive-driving skills and the courteous application of standard operating procedures, rules, and regulations of Miami-Dade Transit (MDT).

What will be on the written exam?

The written exam will evaluate the applicant's ability to follow written instructions based on Bus Operations' rules, regulations, procedures, safe driving practices, passenger relations, report writing and basic math computation.

How is the written exam developed?

The written exam is designed to test your ability to learn the type of information that will be presented in the bus operator training program and on the job itself. Because no technical experience is required, there are no technical questions about specific knowledge related to being a bus operator. Most of the exam is comprised of reading information about the job and then answering a question about what you just read. In addition, there will be questions related to basic arithmetic.

How can I study for the written exam?

There is no specific material that can be studied for this exam. However, there are thirty (30) sample questions (similar to those you may see on your exam) at the end of this handout. This may help applicants become familiar with the types of questions that will be included in the employment exam. The questions on the exam will be different than these sample questions. Knowing the answers to the sample questions does not guarantee being able to answer the actual questions used on the exam.

What should I do before taking the exam?

- Answer the sample questions included in this handout. This will give you an idea of how it feels to take the exam in a certain time period.
- Get a good night's rest before the day of the exam.
- Be on time. Give yourself enough time to drive to the test facility, find parking, and register.
- Bring photo identification (such as a driver's license).

What are some exam-taking tips?

- Pay close attention to the instructions provided on the day of the exam.
- Read all the choices before selecting an answer.
- Be careful when marking your answers. Make sure that you mark your answer in the appropriate column on the answer sheet.
- You will be given an answer sheet on the day of your exam. Be sure that you do not mark more than one answer for each question. There is only one correct answer. If you leave it blank, or if you choose more than one answer, it will be marked as wrong.
- Be aware that the exam will be timed. You must complete the exam in two (2) hours. If you finish before that time, you may turn in your exam and leave.
- The exam is scored on the number of questions answered correctly. If you are not sure of an answer, an educated guess is better than leaving the question unanswered.
- If you are unsure of an answer, eliminate the choices that are clearly wrong. Then select the best choice out of the remaining choices.

- Electronic devices, such as calculators or language translators, are not permitted when taking the exam. Use of these devices during the exam will result in your exam being disqualified.
- The use of telephones or cellular telephones is not permitted during the exam. All cellular telephones must be turned off or set on the silent mode. If you use the telephone during the exam, you will be dismissed from the exam.
- Restrooms may be used only during the time allotted.

On the day of your written exam, an answer sheet (see sample below) will be provided. All exam answers must be marked on the answer sheet.

- On the upper, left-hand corner of the answer sheet, there will be an area for your Social Security number. You will write your Social Security number in the column provided and then mark the space for each number.
- On the right-hand upper corner of the answer sheet, there will be an area to mark in your name and the number of your exam booklet. Exam booklet numbers are located on the cover. You will also write the date you take the exam.
- You will answer the exam questions on the remaining portion of the answer sheet. You will mark numbers 1 through 75 only.
- Remember, you can mark only one answer per question, using the pencil provided.

SIDE 1

1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0
1	2	3	4	5	6	7	8	9	0

IMPORTANT

USE NO. 2 PENCIL ONLY

• EXAMPLE A B C D E

• ERASE COMPLETELY TO CHANGE

JOHN SMITH 043001

423-01-6999 6/15/04

1	A	B	C	D	E
2	A	B	C	D	E
3	A	B	C	D	E
4	A	B	C	D	E
5	A	B	C	D	E
6	A	B	C	D	E
7	A	B	C	D	E
26	A	B	C	D	E
27	A	B	C	D	E
28	A	B	C	D	E
29	A	B	C	D	E
30	A	B	C	D	E
31	A	B	C	D	E
32	A	B	C	D	E

How soon will I get the exam results?

When you complete your written exam, a notification postal card with your results will be mailed to you via the U.S. Postal Service on July 5, 2004. Make sure that your address is current. You will have an opportunity to verify your address on the day of the exam. If you move, please be sure to call (305) 375-2683.

When I get my test results, what happens next?

Do not be discouraged if you did not pass the exam. You may reapply when the recruitment is open again.

If you pass the written exam, your name will be kept on an eligibility list for a minimum of one (1) year. If you do not get selected for a training class and your eligibility list expires, you will need to apply again for the position when it is advertised.

Please remember that there could be from 1,000 to 2,000 applicants taking the exam. Therefore, there will be more applicants that qualify on the written examination than there are projected bus operator positions available. Miami-Dade Transit may hire up to 200 applicants per year. This number can vary, depending on operational needs. When positions become available, MDT will call applicants in the order of the test scores, with the highest scores being called first. If selected, MDT may contact you by telephone. If MDT cannot reach you by telephone, MDT will mail a certified letter. Therefore, if you qualify on the exam, it does not mean that you will hear from MDT. Passing the exam does not guarantee that you will get a position as a Bus Operator.

Tell me more...

After being notified that you passed the exam and that MDT is considering you for a training class, MDT will do:

- a criminal background check
- a driver's license check
- a sexual predator check
- employment verification

If you are selected for a training class, you will be scheduled for a physical examination that includes drug and alcohol screening. All employment in Miami-Dade County is pending proof of passing the physical examination. You must also meet minimum standards for hearing and binocular, monocular, and color vision. Eyeglasses are permitted.

The MDT Bus Operator classification performs safety-sensitive functions and is subject to the provisions of the Federal Transit Administration (FTA) regulations. Employees are subject to periodic drug and alcohol testing throughout their career as bus operators.

What is the training like?

The training will last approximately eight (8) weeks. The training covers both hands-on and classroom training. Some of the topics covered are:

- customer relations
- defensive driving
- drug and alcohol abuse
- radio procedure
- over-the-road driving

After the training has been completed, you will be assigned to a part-time job, working approximately fifty (50) hours in flexible shifts during a two-week period.

If I still have a question about the job or about the recruitment process, who do I call?

A special information number is available specifically for this Bus Operator Recruitment. You may call (305) 884-7567 and speak to someone who is knowledgeable about the recruitment.

You may also call the MDT Telephone Information Hotline at (305) 637-3801 for information regarding the Bus Operator position, as well as other subjects. You can also speak to a specialist through that same number.

If I change my telephone number or address, or if I have a question about the Bus Operator exam, who do I call?

You will need to call the Testing and Validation Section of the Employee Relations Department at (305) 375-2683.

How can I find out where to go if I want to improve my basic English language skills?

All Miami-Dade County written exams are administered in English. You can access www.dadeschools.net for a list of adult education centers near you.

Miami-Dade County Information Contacts

Job Hotline: (305) 375-JOBS (5627)

Job Website address: www.miamidade.gov/jobs

South Florida Workforce One-Stop Career Centers: (305) 470-JOBS (5627)

For detailed information regarding the bus operator recruitment, please refer to The Miami Herald, El Nuevo Herald, The Miami Times, South Dade News Leader, and the Kiskeya Herald, between April 25, 2004 and May 10, 2004.

For updates of the status of the bus operator recruitment process, call: (305) 637-3801.

Individuals with disabilities, who are seeking reasonable accommodation with county employment applications, examinations, or interviews, including sign language translation, may call the Office of Reasonable Accommodation at (305) 375-5876 for assistance. Text telephone (TTY) users should call (305) 375-5645, or use the Florida Relay Center at 711.

This informational handout was prepared to help applicants learn about the bus operator recruitment and examination processes. It does not guarantee that applicants will pass the written exam, nor does it guarantee being hired as a bus operator with Miami-Dade County.



SAMPLE TEST QUESTIONS

Instructions

There are some **SAMPLE** test questions below. Mark only one answer per question. Remember, this is a practice test. There are 30 **SAMPLE** test questions. You may want to time yourself to see if you can complete this test in forty-eight (48) minutes. If you apply for a Bus Operator position and are scheduled for your employment test, there will be 75 questions to be completed in two (2) hours. Good luck!

The sample test answers are printed at the end of this handout.

FOLLOWING WRITTEN INSTRUCTIONS

READ THE INFORMATION BELOW AND ANSWER THE FOLLOWING QUESTION:

Intersections are the most dangerous points of a route since you are dealing with cross-traffic and turning traffic. When attempting to pass through an intersection, always slow down, obey all traffic lights and signs, pull up to the corner to see the cross traffic, stop or yield as the situation demands, and make sure the bus is under full control.

1. According to the paragraph above, when attempting to pass through an intersection...

- A. use mirrors to check the lanes.
- B. start to give a signal to indicate a turn.
- C. pull up to the corner to see the cross traffic.
- D. speed up to avoid getting stopped by the light.

REFER TO THE CHART BELOW TO ANSWER THE FOLLOWING TWO (2) QUESTIONS:

Types of Pedestrians	
Children	The young pedestrian is considered to be up to 14 years of age. When driving, be aware of areas where children are playing, such as school areas, parks and playgrounds.
Elderly	The older pedestrian is one who is 65 years of age or older. This group is more often involved in accidents at intersections and during hours after dark. Most elderly people are not able to react fast enough to avoid danger and usually make little effort to compensate for this ability.
In the darkness	The pedestrian in the darkness is difficult to see. Usually the drivers do not see the pedestrian until after the impact. Pedestrians should make themselves conspicuous to drivers by wearing light-colored clothing or materials that act as a reflector, or by carrying a flashlight.

2. In the darkness, pedestrians are encouraged to...

- A. wear materials that act as reflectors.
- B. wear light-colored clothing.
- C. carry a flashlight.
- D. All of the above

3. A young pedestrian is considered to be up to _____ years of age.

- A. 12
- B. 13
- C. 14
- D. 15

READ THE INFORMATION BELOW TO ANSWER THE FOLLOWING THREE (3) QUESTIONS:

Schedules are prepared by weekday, Saturday, and Sunday schedules. Schedule cards are daily assignments that include where the run begins and ends, the run and route number, and the pull-out time. There is also a place at the bottom of the card for special notes that will list the time and place for relief. The following terms may be used on schedule cards:

- Pull out – is the time you leave the garage with the bus
- Pull in – is the time you are due back at the garage with the bus
- Platform hours – is the amount of hours the operator is behind the wheel
- Time points – are locations on the route where the bus is scheduled to leave at a specified time
- Running time – is the amount of time it takes to run from one time point to another

- Headway – is the amount of time between two buses
- Deadhead – is the time spent traveling to and from the starting or finishing points

4. The time you leave the garage with the bus is called...

- A. pull out.
- B. pull in.
- C. running time.
- D. headway.

5. _____ can be found on a schedule card.

- A. Daily run pay
- B. Weekly run pay
- C. The bus number
- D. Special notes

6. The amount of time between two buses is called...

- A. deadhead.
- B. headway.
- C. running time.
- D. platform hours.

READ THE CHART BELOW TO ANSWER THE FOLLOWING TWO (2) QUESTIONS:

COMMUNICATION SIGNAL CODES	
Signal 01	Call your office.
Signal 05	Go to your station. Used by dispatch to advise Bus Operator to go out of service and to the garage. Or announced by a Bus Operator when out of service and en route to a garage.
Signal 06	No relief. Announced by a Bus Operator if relief operator fails to show at the scheduled relief time.
Signal 09	In service. Announced by a Bus Operator when going back in service whenever any lost time is involved.
Signal 13	Breakdown or indication of malfunction – advise dispatcher of location and nature of breakdown and await instructions from dispatcher.
Signal 17	Accident – advise the dispatcher of location and type of accident.

7. Which signal code is announced by the Bus Operator if the relief operator fails to show at the scheduled relief time?
- A. 05
 - B. 06
 - C. 13
 - D. 17
8. Signal ____ is announced when there is an accident and the Bus Operator needs to advise the dispatcher of the location and the type of accident.
- A. 01
 - B. 09
 - C. 13
 - D. 17

READ THE INFORMATION BELOW TO ANSWER THE FOLLOWING QUESTION:

If parked cars prevent curbing, prepare to make the service stop short of the crosswalk. While proceeding, turn on the right-turn indicator. When you turn, use the push/pull method for turning the wheel. Maintain a 3 to 5 M.P.H. speed and be prepared to stop if necessary.

9. What method is used for turning the wheel?
- A. Recline/accelerate method
 - B. Push/pull method
 - C. Skim/pull method
 - D. Accelerate/decelerate method

READ THE INFORMATION BELOW TO ANSWER THE FOLLOWING FOUR (4) QUESTIONS:

Federal and state laws regulate your driving in the following three areas. Failure to comply with these could result in suspension or loss of your license.

1. You may not drive or be in physical control of a vehicle while under the influence of drugs/alcohol. This includes prescribed drugs.
2. You may not drive or be in physical control of a vehicle if you have been charged with reckless driving within a twelve (12)-month period.
3. You may not drive or be in physical control of a vehicle if you have been convicted of committing moving violations against laws regulating the movement of traffic.

These laws apply both to your personal and Bus Operator licenses. Being convicted of any of the three (3) above while driving your personal transportation or a bus has the same effect.

10. A conviction of which of the below violations could result in suspension or loss of your license?

- A. Driving while under the influence of drugs and/or alcohol
- B. If you have been charged with reckless driving within a twelve (12)-month period
- C. If you have been convicted of committing moving violations against laws regulating the movement of traffic
- D. Any of the above

11. You may not drive or be in physical control of a vehicle...

- A. while out of uniform.
- B. under the influence of alcohol.
- C. if you have been charged with reckless driving within a two (2)-year period.
- D. if you were given a ticket for committing a moving violation, but not convicted.

12. You may not drive or be in physical control of a vehicle if you have been charged with reckless driving within a _____ month period.

- A. twelve (12)
- B. fourteen (14)
- C. sixteen (16)
- D. twenty-four (24)

REFER TO THE CHART BELOW TO ANSWER THE FOLLOWING THREE (3) QUESTIONS:

Types of Runs	
Split Run	Two (2) or more runs a day
Straight Run	A regular run on a daily/weekly basis
Swing Run	Comprised of up to five (5) pieces of work in which you will relieve up to five (5) different drivers on their days off.
Combination Run	Made up of two (2) trippers or extra pieces of work. It has a minimum of 45 hours of pay at a straight time pay rate.

13. During a _____ run, you will relieve up to five (5) different drivers on their days off.

- A. split
- B. straight
- C. swing
- D. combination

14. A combination run is made up of _____ trippers or extra pieces of work.

- A. two (2)
- B. three (3)
- C. four (4)
- D. five (5)

15. A _____ run will have two (2) or more runs a day.

- A. straight
- B. combination
- C. split
- D. swing

READ THE INFORMATION BELOW TO ANSWER THE FOLLOWING TWO (2) QUESTIONS:

The best braking can be obtained by making the initial brake application gradually to the extent that braking is required. Foot pressure should then be reduced gradually as speed is reduced, so that at the end of a stop only a light pressure remains on the brake pedal and the stop is smooth.

Pressing and releasing the treadle (fanning) over and over again will cause poor braking performance. It wastes air pressure and causes excessive wear on the brake units and linings. Riding the brake by resting your foot on the brake treadle when not intending to brake can cause over-heated brakes. This will cause wear and tear on the brake linings and waste fuel.

Riding the brake (resting your foot on the brake pedal) can cause the brakes to become over heated. This also can accelerate wear and tear of brake lining and cause tire damage.

Driving through water deep enough to wet components may cause the brakes to be less effective. As a result, the bus may not stop at the usual rate and pull to the left or right.

16. Driving through water deep enough to wet components may cause...

- A. the brakes to overheat.
- B. wear and tear on the brake linings.
- C. tire damage.
- D. the bus to pull to the left or right.

17. Pressing and releasing the treadle over and over again will cause...

- A. the bus to pull to the left or right.
- B. poor braking performance.
- C. over heated brakes.
- D. tire damage.

REPORT WRITING

REFER TO THE BUS OPERATOR ACCIDENT REPORT BELOW TO ANSWER THE FOLLOWING SEVEN (7) QUESTIONS:

BUS OPERATOR (ACCIDENT) REPORT		
DATE, TIME, AND LOCATION OF ACCIDENT	Date <u>03/11/04</u> Day of the week <u>Tuesday</u> Location <u>NW 104 St and 17 Avenue</u> Bus Operator's Name <u>Phyllis Smith</u> Supervisor's Name <u>Bob Jones</u>	Route # <u>54</u> Run# <u>23</u> Bus# <u>10345</u> Badge# <u>11435</u>
OTHER PROPERTY DAMAGE	Vehicle make and year <u>Ford Mustang 1999</u> Driver's Name <u>Martha Mendez</u> Vehicle Damage? Yes <u>X</u> No <u> </u>	Tag# <u>LKA 200B</u> State <u>FL</u> Decal Year <u>2003</u>
CONDITIONS	# of passengers on bus <u>35</u> # passengers in other vehicle <u>1</u> Police Report Made? Yes <u>X</u> No <u> </u>	Day <u> </u> x <u> </u> Night <u> </u> Weather: Clear <u> </u> Rainy <u> x </u> Street: Wet <u> x </u> Dry <u> </u>
NARRATIVE: <u>While making a turn at the intersection of NW 104th Street and 17th Avenue, the bus was hit by a 1999 Ford Mustang. The thirty five passengers on the bus were not injured. There was slight damage to the left front fender of the Mustang. MDPD Officer Charles Ojeda (Badge #23499) responded to the scene and charged the driver of the other vehicle with the accident.</u>		

18. The accident occurred on what day?

- A. Monday
- B. Tuesday
- C. Wednesday
- D. Thursday

19. The Bus Operator's name is...

- A. Martha Mendez.
- B. Bob Jones.
- C. Charles Ojeda.
- D. Phyllis Smith.

20. The Bus Operator's badge number is...

- A. 23499.
- B. 10345.
- C. 11435.
- D. LKA200B.

21. How many passengers were aboard the bus at the time of the accident?

- A. 20
- B. 25
- C. 30
- D. 35

22. Which one of the following statements is correct?

- A. The accident occurred on a clear day.
- B. The driver of the Ford Mustang was Bob Jones.
- C. A police report was made.
- D. The bus involved in the accident was bus number 11435.

23. The Run # on the above accident report is _____.

- A. 23
- B. 27
- C. 53
- D. 54

24. What damage was done?

- A. Slight damage was done to the right-rear fender of the Mustang.
- B. Slight damage was done to the right-front fender of the bus.
- C. Slight damage was done to the right-front fender of the Mustang.
- D. Slight damage was done to the left-front fender of the Mustang.

MATHEMATICS

25. $\begin{array}{r} \$1.25 \\ - .50 \\ \hline \end{array}$

- A. \$.25
- B. \$.50
- C. \$.75
- D. \$1.00

26. $\$1.10 + \$.50 =$

- A. \$1.40
- B. \$1.50
- C. \$1.60
- D. \$1.70

27. $30,246 - 28,022 =$

- A. 2,024
- B. 2,124
- C. 2,204
- D. 2,224

28. Transfers are valid for two (2) hours. If a transfer was issued at 3:42 p.m., when will the transfer expire?

- A. 1:24 p.m.
- B. 1:42 p.m.
- C. 5:24 p.m.
- D. 5:42 p.m.

29. $\begin{array}{r} \$.50 \\ .25 \\ 1.00 \\ + .75 \\ \hline \end{array}$

- A. \$ 1.75
- B. \$ 2.00
- C. \$ 2.50
- D. \$ 3.50

30. A customer gives you \$5.00 for two (2) fares. If each fare is \$1.25, how much change would the customer receive?
- A. \$ 2.25
 - B. \$ 2.50
 - C. \$ 2.75
 - D. \$ 3.75

ANSWERS TO THE SAMPLE TEST QUESTIONS ABOVE

- | | | |
|-------|-------|-------|
| 1. C | 11. B | 21. D |
| 2. D | 12. A | 22. C |
| 3. C | 13. C | 23. A |
| 4. A | 14. A | 24. D |
| 5. D | 15. C | 25. C |
| 6. B | 16. D | 26. C |
| 7. B | 17. B | 27. D |
| 8. D | 18. B | 28. D |
| 9. B | 19. D | 29. C |
| 10. D | 20. C | 30. B |

FOR A CONTINUOUS UPDATE OF THE STATUS OF THE BUS OPERATOR RECRUITMENT PROCESS, CALL: (305) 637-3801

THIS INFORMATIONAL HANDOUT WAS PUT TOGETHER TO HELP YOU LEARN ABOUT THE RECRUITMENT AND TESTING PROCESS FOR BUS OPERATOR POSITIONS. IT DOES NOT GUARANTEE QUALIFYING ON THE WRITTEN EXAMINATION, NOR DOES IT GUARANTEE BEING HIRED AS A BUS OPERATOR WITH MIAMI-DADE COUNTY.